GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

STARRED QUESTION NO:328
ANSWERED ON:08.12.2016
Phone Helpline on National Highways
Ram Mohan Naidu Shri Kinjarapu

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether all the National Highways(NHs) in the country have phone helpline to be used in case of a medical emergency and if so, the details thereof;

(b) whether there are any stretches of National Highways which do not have this facility and if so, the details thereof and the reasons therefor;

(c) whether the Government plans to cover these stretches with Save Our Soul (SOS) phones in the near future and if so, the details thereof and if not, the reasons therefor;

(d) whether the Government has received any complaints with regard to the functionality of these phones and if so, the details thereof;

(e) whether app based cabs are provided with customer care centre number and other details for registering complaints and for SOS and if so, the details thereof ?

Answer

THE MINISTER OF STATE IN THE
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
(SHRI MANSUKH L. MANDAVIYA)

(a) to (e) A statement is laid on the table of the house.

STATEMENT REFFERED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 328 ANSWERED ON 08.12.2016 ASKED BY SHRI RAM MOHAN NAIDU KINJARAPU REGARDING PHONE HELPLINE ON NATIONAL HIGHWAYS.

(a) & (b) No, Madam. All national highways are yet to be covered by a unified helpline to be used in case of medical emergency. However, on stretches of national highways under operation and maintenance contract, ambulances are deployed at intervals of about 50 kilometres and helpline number is displayed at the toll plazas and at regular intervals.

(c) Presently, there is no such proposal is under consideration of Ministry of Road Transport & Highways.

(d) Does not arise.

(e) Regulating the provision of customer care number for app based cab services comes in the domain of respective State Governments / UTs. The Central Government has mandated the provision of vehicle location device and one or more panic buttons in transport vehicles.
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